

IT Helpdesk Response and Resolution SLA Sample

1. Purpose

This Service Level Agreement (SLA) defines the service levels for IT helpdesk support, covering response and resolution times for user-reported incidents.

2. Scope

This SLA applies to all support requests submitted to the IT Helpdesk via authorized channels.

3. Support Hours

- Monday – Friday, 8:00 AM to 6:00 PM (excluding public holidays)
- After-hours support only for critical issues

4. Incident Priority Levels

Priority	Description
Critical (P1)	System-wide outage, critical business function unavailable.
High (P2)	Major feature or department affected, workaround unavailable.
Medium (P3)	Single user affected, minor impact, workaround available.
Low (P4)	General inquiries, requests for information, or cosmetic issues.

5. Response and Resolution Targets

Priority	Target Response Time	Target Resolution Time
Critical (P1)	15 minutes	4 hours
High (P2)	1 hour	8 hours
Medium (P3)	4 hours	2 business days
Low (P4)	1 business day	5 business days

6. Exclusions

- Issues arising from unauthorized systems or software
- Third-party vendor outages
- Requests outside the defined support hours (except critical incidents)

7. Review and Reporting

SLA performance will be reviewed monthly. Reports on performance and unresolved incidents will be shared with stakeholders.

